

Response to FAQ

1. Page 2 B. Background

This section references an Outreach Coordinator position. Is this position currently funded by the Quitline and provided by the current Quitline contractor?

This position is funded by the Quitline and provided by the current Quitline contractor.

2. Page 2 C. Burden of Tobacco Use

What is the State's plan for addressing services related to youth and vaping (use of ENDS)?

The Quitline will uphold current protocol based on Manufacturer's recommendations for youth \leq 18 years of age regarding utilization of Nicotine Replacement Therapy. Youth \leq 18 may receive counseling with parental consent.

3. Page 3 E. Qualifications

How much prior notice will the contractor receive regarding site visits?

The awarded applicant will have the opportunity to schedule the quarterly site visits in advance during contract negotiations.

4. Page 4 F. Eligibility Requirements

This section prescribes community outreach. Can you the State better define what this role entails beyond the description indicated in Section B?

Job Description Overview, including but not limited to:

The Community Outreach Coordinator will be responsible for conducting daily field-based outreach with health professionals including clinical providers and health administration staff in hospital and clinic-based health systems throughout the state. Also responsible for conducting outreach with employers or other non-clinical organizations expressing interest in providing tobacco cessation services. This position will be stationed in Ridgeland MS with approximately 50% travel throughout the State. Some travel will be overnight.

Essential Functions:

- Coordinating and delivering training, outreach, technical assistance, and consultation to health care organizations and providers.
- Trouble shooting with clinics having difficulty with electronic referral process to the Tobacco Quitline, including site visits to ensure proper use of the website
- Networking with the Tobacco Free Coalition Directors through the MSDH Office of Tobacco Control for appropriate clinic and employer contacts throughout the state, preventing overlap.
- Compliance with Scope of Work as outlined in the MSDH Office of Tobacco Control contractual agreement, specifically described responsibilities detailed for the position of Community Outreach Staff.
- Developing and nurturing relationships and partnerships with health care providers, identifying tobacco control champions, developing and supporting onsite work teams and partnerships with organizations.
- Responsible for uploading monthly reports and other criteria to the MSDH Tobacco Reporting and Progress Systems (TRAPS) online database by the first of the month to ensure documentation for evaluation and compliance with Scope of Work.

Knowledge, Skills and Abilities

- Strong organizational and interpersonal skills
- Experience in community coalition building
- Working knowledge of Microsoft Office Suite
- Ability to determine appropriate course of action in complex situations
- Ability to manage multiple/simultaneous responsibilities and prioritize tasks
- Ability to maintain confidentiality of all medical, financial, legal information
- Ability to complete work assignments accurately, both orally and in writing
- Ability to handle difficult situations involving stakeholders, healthcare providers, or others in a professional manner

Education, Experience and Other Qualifications:

Master's degree in counseling, social work, psychology or related behavioral health field

At last three years of work experience directly related to the behavioral health field training experience required.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to be successful to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to talk or hear and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 25 pounds. The employee is occasionally required to stand, walk and stoop, kneel, crouch or crawl. The employee is frequently required to sit and reach with hands and arms.

5. Page 5 H. Scope of Work

The penultimate bullet references a Scope of Work, which is not provided. What will constitute the final contract (inclusive of the Scope of Work) and will it be negotiated with the contractor?

The State is currently developing the Scope of Work for FY '21. The party who is awarded the RFP will be able to negotiate some of the Scope of Work deliverables.

6. Page 5 H. Scope of Work

Can the State clarify its expectations/provide additional detail related to this requirement: "Serve as an incentive for insurers and employers to make tobacco dependence treatment a fully covered benefit..."?

It is part of the Outreach Coordinator and Quitline vendor's responsibility to work with employers to show the return on investment in partnering with the Quitline to provide tobacco treatment services to their respective employees.

7. Page 5 H. Scope of Work

Is the media promotion of Quitline cessation services currently funded by the Quitline?

Yes, media promotion of Quitline cessation services are funded by the Quitline budget.

8. Page 6 K. Service Volume

Can the State provide details on the type of NRT provided, the duration or quantity, and the percentage or number of Quitline callers receiving NRT?

Currently, the MS Quitline provides its clients with the option Nicotine Replacement Therapy (NRT) of patches and gum. The dosages of patches are 21 mg, 14 mg and 7 mg. The gum dosage is 4 mg and 2 mg with 4 available flavors. The NRT is available for up to 8 weeks once per twelve-month cycle. Clients receive a two-week supply of NRT upon the completion of each scheduled counseling session. As of 2018, 2718 clients received NRT from the MS Quitline.

9. Page 6 K. Volume of Service

In addition to the four data points indicated in this Section, are there any other volume assumptions that should be used in the cost proposal (such as NRT volumes, total number of counseling calls provided, average number of calls per participant, etc.)?

Yes, the four data points in this section including NRT volume, the implementation and the promotion of the digital-based services should also be calculated in the cost proposal for the RFP.

10. Page 6 L. Staffing

With respect to this requirement: “Refer callers to resources to assist them with quitting, including how to access medications through their health insurance or Medicaid” how is this currently supported, and will the State provide updates as to information the contractor should provide to participants?

The Quitline will inquire if the caller has insurance. If so, the Quitline will follow the recommendation as outlined by insurance provider. The State will provide updates as changes occur.

11. Page 8 S. Determine Quit Rate

Will the vendor be responsible for providing the outcome survey or will the state utilize a third-party evaluator? Is this currently funded by the Quitline in the proposed budget?

The Quitline is responsible for administering the 7-month survey with program participants to determine the Quit Rate.

12. Page 11 6. Appendix

With respect to “A list of all funding received from external sources for activities covering the time period.....”, can the State clarify the specific information required, given that our contract with other states for Quitline services are considered confidential and/or proprietary? Would it suffice to provide a list of the types of funding we have received, together with an affirmation that we have received no funds from tobacco companies or their affiliates during the timeframe specified?

Please provide a list of the types and amounts of funding your organization has received during the last 10 years along with an affirmation that your organization has not received any funds from tobacco companies or their affiliates during this timeframe.

13. Page 11 6. Appendix

With respect to the requirement of “Resumes and job descriptions of key personnel involved in the project”, does the State require resumes and separate job descriptions or each key person, or will resume with bulleted job duties which outline their job description suffice?

Please provide a resume’ for all key personnel as described on Page 9, Guidelines, Section 3. Organizational Structure, 6th bullet.

14. Page 12 Closing Date

In light of the Coronavirus Pandemic and our commitment to support public health efforts to contain the spread of Covid-19 by reducing non-essential public interactions, would that State be willing to accept multiple electronic submissions (such as on six flash drives I Lieu of the hard copy submission requirement?

In support of efforts to maintain best practices for public health and contain the spread of COVID-19, the OTC will accept a digital format (electronic email submission) in pdf format for proposal submissions to ensure that deadlines are met. Hard copies of the proposal (as outlined in the RFP) may be required at a later date.

15. Pages 2, 3, 8, 8 and 11

The RFP seems to use the terms “vendor”, “provider”, and “applicant” interchangeably. Can the State verify that in all cases, they mean “the Quitline contractor” and are not referencing a healthcare provider?

In this RFP, “vendor”, “provider”, and “applicant” are used interchangeably and refer to the awarded Quitline contractor.

16. Page 2 and 9

We note that the State prescribes “delivery of NRT” and protocols for participation (i.e NRT)”, but no further explanation is provided. What is the State’s expectation of the contractor’s role in provision of NRT and is this currently funded through the Quitline?

The contractor is expected to utilize a delivery service to ensure mailing of NRT to program participants, who are current with counseling, every two weeks. The Quitline budget will be utilized to cover the cost of this service.

17. Does the State have a process for interested parties to submit alternate terms and conditions, and if so, can the State describe that process?

Terms may be negotiable relative to the deliverables of the contract’s Scope of Work at the discretion of the MSDH Office of Tobacco Control.